

IT Director, Infrastructure & Application Support

SUMMARY

The IT Director, Infrastructure & Application Support (IAS) is a key leader for the Information Technology Division (ITD) of the Department of Human Services (DHS). Reporting to the Deputy Chief Information Officer (CIO), s/he works closely with management teams to plan, develop, coordinate, and execute strategies consistent with the vision, mission, and purpose of both the Department and Governor. This position demands an energetic change agent with leadership, employee development, and infrastructure and operations support experience. S/he is integral to providing, managing, and maintaining high quality IT solutions that enable the Department to deliver on its mission.

While the IT Director IAS is part of ITD's leadership team, s/he is specifically leads the Infrastructure and Applications Support section, which manages and supports the Department's technology base - the computers, network connections, operating systems - that keeps DHS systems operational. The IT Director IAS oversees the team that provides security, data privacy, and disaster recovery services. With a focus on innovation, s/he will also be instrumental in assembling resources to support the Department's implementation and operation of systems resulting from the Enterprise Systems Modernization (ESM) initiative.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Manages the day-to-day operations of the IAS section including direct supervision of two (2) IT Managers and the Department's Information Security Analysts and Production Control Specialists.
- Oversees 20+ IT team members, mentoring and providing feedback regarding expectations, performance, and professional development.
- Recommends strategic direction, standards, methodologies, tools, priorities, and approaches for the provision and management of the Department's infrastructure, applications, and security.
- Manages the impact to the Department's infrastructure, operations, and security when IT solutions are modified or implemented.
- Establishes and maintains positive relationships with DHS business units, other State agencies, and federal partners to support needs and strategies.
- Serves as an effective facilitator and consensus builder with multiple stakeholders with diverse views and needs.
- Understands the business needs of a variety of customers and balances fulfillment of those needs with considerations of broader Department objectives and resource availability.
- Works within State guidelines and best practices to develop and disseminate security, and infrastructure and application support standards, guidelines, and direction.
- Manages resource allocation and resolves schedule, resource, and other conflicts.
- Identifies issues and opportunities, analyzes problems and alternatives, and develops sound conclusions and recommendations.
- Communicates effectively verbally and in writing.

EDUCATION / EXPERIENCE

A bachelor's degree in Information Technology, Information Management Systems, Computer Science, and/or related technical degrees or coursework from an accredited college or university. A minimum of six (6) years of increasingly responsible IT leadership experience, including oversight of infrastructure, application support, and/or security services. An equivalent combination of education and/or experience may be acceptable.

Master's Degree and experience in public sector is a plus.

SKILLS

This position requires:

- Dedication and commitment to customer service focused delivery of solutions;
- Demonstrated evidence of technical experience;
- Demonstrated technical leadership experience, which has included the successful operations, maintenance, and support of complex, multi-location systems;
- Strong understanding of the relationship between applications, databases, operating systems, processing platforms, storage platforms, and networks;
- Strong analytical skills and ability to link work prioritizes to business imperatives;
- Excellent communication and influencing skills, with demonstrated ability to work collaboratively and effectively with IT leadership teams, and with the ability to build coalitions across the Department;
- Outstanding team leadership skills with an ability to set specific measurable milestones and monitor progress against these goals;
- Demonstrated experience in hiring and developing technical team members;
- Strong management skills and an ability to operate both strategically and provide hands on support;
- Ability to establish a constructive and informative relationship with employees, management, and vendors;
- Ability to read, analyze, and interpret general business periodicals, professional journals, and technical manuals;
- Ability to write reports, business correspondence, and procedural manuals;
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public; and
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

COMPENSATION INFORMATION

Commensurate with qualifications.

All interested candidates should submit a cover letter and resume to:

Martha S. Jones
IT Division
TN Department of Human Services
400 Deaderick Street, 4th Floor
Nashville, TN 37243
Martha.S.Jones@tn.gov

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